



<b>RFI NUMBER:</b>	RAF/2026/00032
<b>DESCRIPTION:</b>	REQUEST FOR INFORMATION – RENTAL OF END-USER EQUIPMENT (LAPTOPS & MONITOR) ON A PAY-AS-YOU-USE MODEL FOR A PERIOD OF 5 YEARS
<b>PUBLISH DATE:</b>	12 JUNE 2026
<b>CLOSING DATE:</b>	22 JUNE 2026
<b>CLOSING TIME:</b>	11:00 AM
<b>RESPONSES MUST BE EMAILED TO:</b>	<a href="mailto:BACsecretariat@raf.co.za">BACsecretariat@raf.co.za</a>
<b>ATTENTION:</b>	SCM – DEMAND MANAGEMENT

**BIDDER NAME:** \_\_\_\_\_

**Please select one of the options below (Tick)**

OEM (Owner of the technology)	<input type="checkbox"/>
Accredited Partner /Reseller	<input type="checkbox"/>

## BIDDING STRUCTURE

Indicate the type of bidding structure by marking with an 'X':	
Individual bidder	
Joint venture	
Consortium	
Using subcontractors	
Other	

If individual bidder, indicate the following:	
Name of bidder	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If joint venture or consortium, indicate the following: <i>(To be completed for each joint venture/ consortium member)</i>	
Name of joint venture/consortium members	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

<b>If using subcontractors, indicate the following:</b>	
Name of prime contractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

<b>If joint venture or consortium, indicate the following:</b>	
Name of prime contractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

<b>If using subcontractors, indicate the following:</b> <i>(To be completed for each subcontractor)</i>	
Name of subcontractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	

E-mail address	
Postal address	
Physical address	

## ENQUIRIES

Enquiries regarding this Request for Information should be submitted via e-mail.

### Bid enquiries:

Demand Management	<a href="mailto:BACSecretariat@raf.co.za">BACSecretariat@raf.co.za</a>
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Enquiries should reference specific paragraph numbers, where appropriate.

All questions/ enquiries must be forwarded in writing prior to the submission date.

## **1. BACKGROUND OF THE RAF**

The Road Accident Fund (RAF) is a schedule 3A public entity established in terms of the Road Accident Fund Act, 1996 (Act No. 56 of 1996), as amended. Its mandate is the provision of compulsory social insurance cover to all users of South African roads, to rehabilitate and compensate persons injured as a result of the negligent driving of motor vehicles in a timely and caring manner, and to actively promote the safe use of our roads.

The customer base of the RAF comprises not only the South African public, but all foreigners within the borders of the country. The RAF head office is in Centurion and RAF intends to establish Customer Experience Centres (CEC) in each province in the country.

## **2. SPECIAL INSTRUCTION TO BIDDERS**

- 2.1 The service provider must be an eligible, registered Service Provider in terms of the applicable laws of the Country and included in the National Treasury Central Supplier Database.
- 2.2 It is expected of bidders to have their Tax matters in order, prior to an award being made.
- 2.3 Companies or Director that are included on the National Treasury register for Restricted Suppliers and/ or Tender Defaulters will be automatically disqualified from the process.
- 2.4 The RAF reserves the right to appoint more than one bidder

## **3. BACKGROUND OF THE BID**

The Road Accident Fund (RAF) is issuing a Request for Information (RFI) to solicit market input and insights from experienced and suitably qualified Service Providers for the provision of rental of End-User Equipment (EUE) on a pay-as-you-use model. The appointed Service Provider is expected to deliver a comprehensive managed service, including the supply, maintenance, support, and replacement of the End-User Equipment, in accordance with agreed service levels and performance standards.

Through this RFI process, RAF seeks to gather relevant market intelligence to inform a sustainable, scalable, and cost-effective solution that aligns with industry best practices and supports RAF's service delivery objectives. The information requested in this RFI is intended to enable RAF to undertake a structured assessment of available market offerings, solution capabilities, and service delivery models, and to determine the extent to which such offerings align with RAF's preliminary business and technical requirements.

## **4. SCOPE OVERVIEW**

This RFI is issued to identify, assess suitably qualified and experienced Service Providers to provide Rental of End-User-Equipment (Laptops and Monitors) as a Managed Service offering, for a period of five (5) years, using a pay-as-use model

The rental baseline for end-user equipment on a pay-as-you-use model is 287 laptops and 11 monitors, which should be scalable based on business changing needs.

### **4.1. Rental Managed Services**

- The service provider must provide RAF with the relevant End-User-Equipment on a rental basis.
- The service provider must provide RAF with the End-User Equipment that meets or exceeds the technical specifications provided.
- The baseline requirements are for initial estimates only, the service provider must allow for scalability (increase/decrease quantities)
- Billing will be processed monthly in arrears, based on equipment utilization.

### **4.2. Requisition/Replacement process of EUE**

- Where additional EUE is required, the RAF will submit a duly approved Scope of Work Order to the service provider.
- The service provider must accept/approve the Scope of Work Order and process the order.

### **4.3. Delivery and collection**

- The Service provider/s will deliver and, when required, collect EUE to all RAF offices (Centurion, Johannesburg, East London, Cape Town, Hatfield and Durban)
- RAF will verify and validate the delivery of EUE and both RAF and Service provider/s should sign the delivery note for every delivery.

### **4.4. Asset Management**

- The service provider(s) must keep an accurate record of all rented equipment for monthly billing.
- Service provider/s must asset tag all their equipment.
- Service provider/s must provide and maintain an up-to-date asset register.

### **4.5. Support and Maintenance**

- In the event that the EUE is returned for repair or maintenance, the service provider must replace the EUE within the agreed SLA .
- In the event that the EUE is lost/stolen, the service provider must replace the EUE in accordance with the SLA

#### 4.6. Return process

- In the event that the EUE is no longer required, RAF will inform the service to collect the EUE.
- RAF will be responsible to removing (wiping) data on the EUE before collection.
- The service provider is responsible for the collection of the EUE and validating the condition of the EUE.
- The service provider is responsible for updating the asset register after collection of the EUE (Asset Management Process).

#### 4.7. Loss and Theft liability

- The service provider must provide adequate insurance cover for loss, theft and damage of the EUE. Bidder/s to include terms and conditions for the insurance cover with their proposal. Bidders to disclose any exclusionary clauses.
- The service provider must lodge a claim against its insurance for any loss or theft.
- The service provider is responsible for replacing the lost or stolen EUE.
- The service to update the asset register (Asset Management)

### 5. TECHNICAL REQUIREMENTS

The technical specification listed below for the monitor and laptop are minimum requirements that the EUE must comply with.

#### 5.1. Laptop specifications

<b>Laptop Specification</b>	
<b>Display</b>	15" FHD Non-Touch
<b>Graphics</b>	Intel Integrated Graphics
<b>Type</b>	Laptop/Notebook
<b>Processor</b>	Intel® Core™ Ultra 5
<b>RAM</b>	16 GB
<b>Internal Hard drive</b>	512 GB SSD

<b>Ports</b>	2 x Thunderbolt™ 4 with USB4™ Type-C SuperSpeed USB Type- C
	HDMI Port
<b>Wireless</b>	Intel Wi-Fi 7
	Bluetooth 6 Technology
<b>Modem</b>	5G Capable with sim card slot
<b>Audio features</b>	Dual stereo speakers, dual array microphones
<b>Camera</b>	FHD HDR Camera
<b>Battery</b>	Battery with long life cycle
<b>Power</b>	AC Adapter and Power Cable - South Africa
<b>Network</b>	Must be able to connect to LAN RJ45 network connection (Either built in or USB/USBC)
<b>Environmental Compliance</b>	Devices comply with all applicable environmental regulations and certifications, such as Energy Star and EPEAT

## 5.2. Monitor Specification

<b>Monitor Specification</b>	
<b>MONITOR Size</b>	24-inch UHD Display or equivalent
<b>Resolution</b>	1920 x 1080 (4k UHD)
<b>Panel Type</b>	IPS
<b>Color Coverage</b>	99% Srgb
<b>Brightness</b>	300 nits
<b>Connectivity</b>	USB-C, HDMI, DisplayPort
<b>Screen Shape</b>	Flat
<b>Environmental Compliance</b>	Devices comply with all applicable environmental regulations and certifications, such as Energy Star and EPEAT
<b>Features</b>	<b>Anti-glare, Height adjustable stand, Tilt, Swivel, Pivot</b>

## **6. OBJECTIVES OF THE BID**

This RFI is issued solely as a market-engagement and information-gathering exercise and does not constitute a request for proposal, invitation to tender, offer, commitment, or any other formal procurement process.

The purpose of this RFI is to enable the RAF to:

- Identify and assess the availability, maturity, and suitability of managed end-user equipment rental services for laptops and monitors on a pay-as-you-use model that can support the RAF's operational, technology refresh, and workforce mobility requirements.
- Assess service delivery models, equipment lifecycle management capabilities, asset management practices, maintenance, replacement, and recovery of end-user equipment.
- Evaluate the ability of managed service providers to provide scalable and flexible rental solutions that can accommodate changes in business demand throughout the contract period.
- Obtain detailed information regarding equipment specifications, service offerings, implementation methodologies, asset management capabilities, service level commitments, support models, reporting capabilities, pricing structures, and value-added services to enable the RAF to assess overall suitability and fit-for-purpose.
- Enable respondents to provide information on relevant experience, reference implementations, and successful delivery of similar end-user equipment rental and managed service engagements, preferably within the public sector or similarly complex environments.
- Use the information submitted in response to this RFI to inform the RAF's sourcing strategy, refine business and technical requirements, validate service and pricing assumptions, and support the development of any subsequent procurement process relating to the rental of end-user equipment as a managed service.

## **7. SUBMISSION REQUIREMENTS FOR INTERESTED PARTIES**

- A conceptual overview of the proposed existing solution, including core functionality, deployment model, architecture, configurability, integration capability, scalability and alignment to RAF's stated requirements.
- An indicative implementation methodology, high-level delivery timelines, key project phases, resource assumptions, and preliminary costing information to support RAF's assessment of implementation feasibility.

## 8. Pricing Schedule

Respondents are required to provide a structured overview of their indicative pricing model using the table below, together with full disclosure of all applicable cost components, pricing assumptions, exclusions, dependencies, and any additional charges associated that comes with insurance

Rental of EUE							
No.	Persona	Unit	Rental Cost PER (1) Unit (Including VAT)				
			Monthly Costs in Year 1	Monthly Costs in Year 2	Monthly Costs in Year 3	Monthly Costs in Year 4	Monthly Costs in Year 5
1.	Laptop/Notebook	1	R	R	R	R	R
2.	Monitor	1	R	R	R	R	R
	<b>Total Price (Incl. VAT)</b>		<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>

## **8. ADDITIONAL INFORMATION**

- Respondents must disclose any known limitations, constraints, assumptions, dependencies, prerequisites, or material risks associated with the proposed solution, implementation approach, hosting model, integration requirements, support arrangements, or long-term sustainability that may affect RAF's evaluation or future procurement considerations.
- Respondents are invited to provide any additional information, recommendations, or value-added proposals that may assist RAF in assessing solution suitability, refining requirements, validating implementation assumptions, or shaping any subsequent procurement or solution design approach.

## **9. RESPONSE FORMAT**

- Responses to this RFI must be clear, concise, complete, and sufficiently detailed to enable RAF to assess the respondent's solution capability, implementation approach, and overall suitability.
- Written responses must strictly follow the structure, sequence, and numbering set out in the Required Information section of this RFI to facilitate efficient review and evaluation.